ABSTRACT OF THE DISCLOSURE

A connectivity unit CB provides for communication with a service entity across a communications infrastructure. Prior to operational use, the connectivity unit is configured by the downloading of operational communications parameters over the communications infrastructure to the connectivity unit. To this end, the connectivity unit has configuration communications parameters pre-installed therein prior to the user taking possession of the unit. The configuration process involves a first phase (Phase I) in which the user C gives the operator of the service entity certain details (name, address, telephone number) by calling a call center, these details being entered into a user record held in a database. Thereafter a second phase (Phase II) is effected in which the unit connects to a configuration manager of the service entity by using a configuration network access point NAP which carries out a logon authorisation check by contacting a configuration authorisation server. The telephone number of the configuration NAP and a configuration logon username and password form part of the pre-installed configuration communications parameters. The authorisation server passes the configuration manager the IP address assigned to the connectivity unit by the NAP and the configuration manager then contacts the unit. Thereafter, the user record for the unit is accessed and operational communications parameters are downloaded to the unit, these parameters including the number of the operational NAP, and the corresponding username and password to be used. The second phase preferably takes place automatically upon the user first plugging in the connectivity unit.